



CDSS

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DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



EDMUND G. BROWN JR.
GOVERNOR

December 30, 2015

ALL COUNTY INFORMATION NOTICE NO. I-03-16

TO: ALL COUNTY WELFARE DIRECTORS
ALL EBT COORDINATORS
ALL CALFRESH PROGRAM SPECIALISTS
ALL CALWORKS PROGRAM COORDINATORS

REASON FOR THIS TRANSMITTAL

- ☐ State Law Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order
- ☐ Clarification Requested by One or More Counties
- ☒ Initiated by CDSS

SUBJECT: ELECTRONIC BENEFIT TRANSFER (EBT) NEW CLIENT MATERIALS

The purpose of this notice is for the California Department of Social Services (CDSS) to inform county welfare departments (CWDs) about two new EBT posters intended to educate cardholders regarding surcharge-free Automated Teller Machines (ATMs) and a new EBT Client Website tutorial. All materials are available online for the CWDs to download, print, and use for EBT cardholder education.

EBT Surcharge Free ATM Posters

CDSS created PUB 484, "Keep More Of Your Money," highlighting the network of surcharge free MoneyPass ATMs. Also available to CWDs to download and print is PUB 485, "Enjoy Surcharge-Free ATMs Nationwide," a poster created by MoneyPass, providing information on their network of surcharge free ATMs. PUB 484 and PUB 485 are available for downloading off the county forms website at <http://www.cdss.ca.gov/cdssweb/PG167.htm>.

CDSS strongly encourages all CWDs to display PUB 484 and PUB 485 in client reception and intake areas and explain their content to help educate EBT cardholders to look for surcharge free ATMs.

EBT Client Website Tutorial

PUB 486, "Understanding the EBT Client Website," is a tutorial developed to assist cardholders in navigating the EBT Client website.

PUB 486 is available in portable document format (PDF) at, <http://www.cdss.ca.gov/cdssweb/PG167.htm> and on the EBT project website, at <http://www.ebtproject.ca.gov/ClientInformation/client.shtml>. A free PDF reader can be downloaded at http://www.cdss.ca.gov/cdssweb/TipsforUsi_704.htm or <http://adobe-reader-download.com>, if you or your clients do not already have one.

CWDs are strongly encouraged to inform clients of the tutorial and direct them to the links provided above. If requested, CWDs should provide a printed copy of PUB 486 to their clients.

CAMERA READY COPIES AND TRANSLATIONS

For camera-ready English copies of the PUB 484, PUB 485, and PUB 486, contact the Forms Management Unit at fmudss@dss.ca.gov. If your office has internet access you may obtain these documents from the CDSS webpage at: http://www.cdss.ca.gov/cdssweb/FormsandPu_274.htm.

When all translations are completed per MPP Section 21-115.2, including Spanish forms, they will be posted on an on-going basis on the CDSS webpage. Copies of the translated forms can be obtained at: http://www.dss.cahwnet.gov/cdssweb/FormsandPu_274.htm. For questions on translated materials, please contact Language Services at (916) 651-8876.

If you have any questions regarding this letter, or need more information about EBT card services, please contact the EBT Unit within the Program Integrity Branch, at (916) 654-2125.

Sincerely,

Original Document Signed By:

MARIA HERNANDEZ, Chief
Program Integrity Branch

Enclosures